

Transcript: Justin

Mills-5376667265581056-6622762201300992

Full Transcript

Thank you for calling 90 Degree Benefits, the administrator for benefits in a car- All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. 90 Degree Benefits, this is Lisa, how can I help you? Hello? Hello? Hi- Hi. This is Lisa with 90 Degree Benefits, how can I help you? Hi, um, I was transferred to you because I had a question about my benefits, um, because I just found out that I had insurance through my staffing agency, so I'm trying to figure everything out. Um, but the, the insurance is only, like, covers preventative, I guess. And my question- Oh. ... is, is it- what? I'm sorry. No, go ahead. Oh, sorry, I thought you were going to say something. Um, and my question is does it cover, um, IUD, like change out and stuff like that at an OBGYN? It does. It does cover IUD. Um, it will only cover the removal if it's being replaced with another one or some, some form of, uh, contraceptive. Okay, because my insurance has been up in the air and I was supposed to have my IUD changed out in October. And so I'm- Mm-hmm. ... like three months behind, and so I'm just trying to figure out if it covers... if it covered that. It does. Um- So as long as I- It has to be- ... So as long as I get it replaced? Y- correct, and it has to be an in-network provider. The provider has to be in the MultiPlan Preventative Services Network. Okay. All right, that is all I needed to know. I appreciate it so much. All right. Yes, ma'am, you're welcome. Thank you. Have a good day. You're welcome. You too. Bye. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling 90 Degree Benefits, the administrator for benefits in a car- All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail.

Speaker speaker_2: 90 Degree Benefits, this is Lisa, how can I help you? Hello?

Speaker speaker_3: Hello?

Speaker speaker_2: Hi-

Speaker speaker_3: Hi.

Speaker speaker_2: This is Lisa with 90 Degree Benefits, how can I help you?

Speaker speaker_3: Hi, um, I was transferred to you because I had a question about my benefits, um, because I just found out that I had insurance through my staffing agency, so I'm trying to figure everything out. Um, but the, the insurance is only, like, covers preventative, I guess. And my question-

Speaker speaker_2: Oh.

Speaker speaker_3: ... is, is it- what? I'm sorry.

Speaker speaker_2: No, go ahead.

Speaker speaker_3: Oh, sorry, I thought you were going to say something. Um, and my question is does it cover, um, IUD, like change out and stuff like that at an OBGYN?

Speaker speaker_2: It does. It does cover IUD. Um, it will only cover the removal if it's being replaced with another one or some, some form of, uh, contraceptive.

Speaker speaker_3: Okay, because my insurance has been up in the air and I was supposed to have my IUD changed out in October. And so I'm-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... like three months behind, and so I'm just trying to figure out if it covers... if it covered that.

Speaker speaker_2: It does. Um-

Speaker speaker_3: So as long as I-

Speaker speaker_2: It has to be-

Speaker speaker_3: ... So as long as I get it replaced?

Speaker speaker_2: Y- correct, and it has to be an in-network provider. The provider has to be in the MultiPlan Preventative Services Network.

Speaker speaker_3: Okay. All right, that is all I needed to know. I appreciate it so much.

Speaker speaker_2: All right. Yes, ma'am, you're welcome.

Speaker speaker_3: Thank you.

Speaker speaker_2: Have a good day. You're welcome.

Speaker speaker_3: You too. Bye.

Speaker speaker_2: Bye-bye. Thank you. Bye.